

Energy Partners

A monthly look at the happenings of and related to:



New-Mac Electric Cooperative

Your Touchstone Energy® Partner 
The power of human connections

New-Mac announces \$825,000 capital credit payments to members

Rising power costs force rate increase in 2013

New-Mac Electric Cooperative announced that 2012 will mark fifteen straight years that the co-op has returned funds back to member-customers in the form of capital credit payments. McCumber emphasized that it was important for the co-op to pay the refunds despite continued rising wholesale power costs and slow electric sales from last winter's mild weather.

"This is a real economic benefit that goes back to thousands of residents in the area towns and communities that New-Mac serves," said Mitch McCumber, New-Mac's chief executive officer, at the co-op's annual meeting Oct. 27 at Crowder College. "Today, we recognize the role that the co-op plays in the quality of life of this area. For our members, no matter what community around here is your town, New-Mac is still your cooperative."

The co-op began distributing \$825,000 worth of capital credit refund checks to members present at the meeting. The refunds go to people who were New-Mac members during 1995, and are based on their electric



Above, the morning sun shines down upon exhibitors on display for those attending New-Mac's 2012 Annual Meeting, held Oct. 27 at Crowder College. A crowd of around 1,600 turned out to hear about the state of the co-op, receive health screenings, win prizes, listen to bluegrass and eat barbecue. At left, New-Mac General Manager Mitch McCumber visits with the crowd prior to the start of the day's business agenda.

usage. Members who didn't pick up their checks at the meeting will receive them in the mail.

In total during the past fifteen consecutive years, New-Mac has refunded capital credits and rate adjustments to members

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Energy Partners is a monthly publication of New-Mac Electric for the purpose of informing members of the programs, services and happenings of, and related to, the cooperative.

Unclaimed capital credits list

Next month, New-Mac will publish a list of unclaimed capital credit checks. If you know any of these former members, please notify them so they can claim their check.

Offices closed for Veterans' Day & Thanksgiving

New-Mac's offices will be closed Nov. 12 in observance of Veterans' Day and Nov. 22-24 for the Thanksgiving holiday.

Assistance is available

If you are having a problem paying your New-Mac account, please call us to make arrangements. Please don't disregard paying your bill. There are programs and options (such as budget billing) designed to assist you. So, please give us a call at 451-1515 or (800) 322-3849.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM / EMERGENCY ASSISTANCE
Jasper County
 (417) 781-0352
McDonald County
 (417) 845-6011
Newton County
 (417) 451-2206

Please don't lock us out

Remember New-Mac Electric always needs to have access to your meter both for periodic inspections and in the event of an outage. So, make sure the co-op can get to your meter, and any existing lock arrangements with New-Mac need to be maintained.

New-Mac offers online bill pay

Co-op members can look at usage history, pay by check online, and much more

New-Mac Electric General Manager Mitch McCumber announced it at the co-op's annual meeting, Oct. 27 at Crowder College, and now it's finally here.

No longer do New-Mac customers have to visit the office or call to pay their bill. Now, it can be accomplished with the click of a mouse or the touch of a finger on a smart-phone. And that's not all! Now, in addition to credit/debit cards, payments can be made by check online (or over the phone).

Through the website, customers have a wealth of account information at their disposal. They can look at billing and payment histories, as well as detailed usage information. Customers can also set up email or text-message notifications for occurrences such as when a new bill is available or payment has been received.

Customers can now examine their usage on a daily, weekly



Bill payment and account information are now available online. To get started, visit newmac.com and click on the "Online Bill Payment & Usage Info" box.

and/or monthly basis. They can compare bills from various billing periods. This usage information is displayed with colorful bar graphs, making it easy to distinguish trends, and as an additional resource, weather data is shown courtesy of the *National Weather Service*.

To get started, just visit newmac.com and click on the red box labeled "Online Bill Payment & Usage Info." You'll also notice the logo "smart hub," which is the software for this

online service provided by NISC.

After clicking on the link, you will be directed to a green "smart hub" entry screen. Click on the *new user* link on the bottom of the page. To register, you will need your **account number, last name or business name, last four digits of SSN or Federal Tax ID, and an email address**. After entering that information, you will be emailed a temporary password from smarthub.coop, and finally, you are set to go.

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The registration process starts with a green "smart hub" screen (at left), where you click on the new user link. Then you will enter (shown above) your **account number, last name or business name, last four digits of SSN or Federal Tax ID, and an email address**. You will then be emailed a temporary password within approximately 15 minutes.

Online services

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If you are interested in accessing this information from your smartphone, *there's an app for that!* Actually, there are two apps: one for *Apple* products and one for *Androids*. Just visit the appropriate app store and search for "smart hub" or click on the *App Store* or *Google play* links from your "Account Overview" screen. It will be a free download, however before you can use this app for your co-op account, you must first register through visiting newmac.com.

Now that you've got these new options, just don't forget to stop in and say "Hi" sometime. We'd still like to see you.

Above, you can see the menu options available and the easy to identify "payment" links. Below, one of the many graphs showing usage data is displayed with helpful information such as weather data.

At left and below, screenshots from an iPhone app show basically the same functionality is available to smartphone users.

Energy Partners' Recipe of the Month:

MAPLE GLAZED BABY CARROTS

Submitted by New-Mac member: **Lisa Degraffenreid**

- 2 lb. baby carrots
- 1 Tbsp. butter
- ¼ cup light Catalina dressing
- ½ cup coarsely chopped pecans
- ¼ cup maple flavored syrup

Cook carrots in boiling water in large saucepan 12-14 min. or until tender. Drain. Bring dressing and syrup to boil in same saucepan on medium heat, stirring frequently. Stir in carrots. Cook until glaze is thickened, stirring frequently. Add butter; stir until melted. Stir in nuts.

Send your recipe, along with your name and account number, to: *Recipes*, c/o New-Mac Electric Cooperative, P.O. Box 310, Neosho, MO 64850; or recipes@newmac.com. If your recipe is selected, New-Mac will apply a \$15 credit to your bill.

○ Annual meeting

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totaling about \$17,500,000. McCumber noted that not every co-op is able to pay capital credits, but that New-Mac makes it a high priority.

However, McCumber also said rising wholesale power costs will force the co-op to have a general rate increase in 2013. New-Mac has already been notified by its power suppliers that it will have to pay more for electricity next year – the latest in a series of wholesale rate increases to the co-op. He said the co-op will provide members more details about next year's rates in the January co-op newsletter.

A series of wholesale price increases forced New-Mac to raise rates in 2008 and 2009, however those have been the only two general rate increases from the co-op in the past twenty years. McCumber noted that during that same time the average cost of electricity has increased only 26-cents on the dollar, compared with other costs of living – like gasoline – that have more than tripled.

McCumber also told members that the current year has been challenging financially for

2012 Annual Meeting

at a glance

Thanks again to everyone who participated in the 2012 Annual Meeting and made it a success!

Attendance: approximately 1,600 New-Mac members and family.

Board Member Election Results:

District 4Beryl Kennedy
 District 5Billy P. White
 District 9Dewey Allgood

**Newly Chosen
 2013 Nominating Committee:**

District 2Bill Whitson
 District 7Frank Boyer
 District 8Pauline Brisco
 Newton Co. at largeLarry Gindling
 McDonald Co. at large ...Max Lankford

the co-op, due primarily to lower electric sales from the mild winter. Nonetheless, in its recent annual report, New-Mac Electric showed revenues of just over \$35 million for last year with more than \$94 million in total assets.

Also at the meeting, McCumber announced that starting Monday, New-Mac members will be able to go online and access their accounts, pay their bills, request service and track electric usage. Members will be able to log into their accounts using a computer or via a new mobile app on iPhones and Android smartphones.

McCumber reported that the co-op suffered no major damage from severe weather during the past year and was able to make steady progress on projects to improve the electric grid, such as line construction and re-conductoring, substation upgrades and pole change-outs. In addition, New-Mac will spend approximately \$1.7 million this year on right-of-way brush clearing in order to improve electric service reliability.

McCumber told the gathering that due to recent drought conditions in the area, the co-op has made it a priority to quickly build electric lines to serve new wells being drilled on area farms to provide water for cattle. In fact, Governor Jay Nixon recently visited the co-op office to recognize those efforts.

Due to the lack of rainfall and low lake levels, New-Mac's power suppliers,



Above, *The Martins* provided bluegrass entertainment for those in attendance. Below, George and Helen Davis made immediate use of their prize, turning it into a table for their barbecue meal.





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 The power of human connections

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 Neosho, Missouri 64850
Telephone: 417/451-1515 800/322-3849
Fax: 417/451-9042
Office Hours: Neosho — 8 a.m. to 5 p.m.
 Anderson — 8 a.m. to 4:30 p.m.

Or visit us on the Web at
www.newmac.com.

Management

CEO/General ManagerMitch McCumber
 Manager of AdministrationMary Hatfield
 Manager of OperationsStan Irsik
 ControllerLisa McMeen
 Manager of MarketingMark K. Rakes
 Billing SupervisorVickie Stuart

Board of Directors

District 1Martin Youngblood
 District 2Kenneth Daniels
 District 3Bobby Fields
 District 4Beryl Kennedy
 District 5Billy P. White
 District 6Paul Sprenkle
 District 7Maurice Mailles
 District 8Virgil Winchester
 District 9Dewey Allgood

Services Provided to Members

Call our consumer services department for information on the following services:

- Autowithdrawal Payment**
- Levelized Billing**
- Rental Light**

Meeting rooms available at both locations
Credit Card Acceptance
Safety Programs (upon request)
Surge Protection
Green Power

Questions? Comments?

Contact: Mark K. Rakes
 P.O. Box 310, Neosho, MO
mrakes@newmac.com

Associated Electric in Springfield and KAMO Power in Vinita, have not been able to use as much hydropower, which is the system's lowest-cost generation source.

McCumber went on to say that since 1994, Associated has spent about \$1.1 billion to meet Environmental Protection Agency regulations at its power plants and has achieved a 90% reduction in emissions. He said uncertainty over future environmental costs is a major concern for utilities seeking to provide affordable power in the future.

McCumber and members attending the meeting also applauded the dedication and hard work of both co-op employees and members of the board of directors.

New-Mac Electric, headquartered in Neosho, Mo., serves some 17,000 member accounts primarily in Newton, McDonald and Jasper Counties.